# Employee Training Center (ETC)

# Registrant Manual

Employee Training Center

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657-278-2064


Supported by the office of Administration / Finance IT

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## EMPLOYEE TRAINING CENTER (ETC) INTRODUCTION

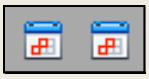
The Employee Training Center is a learning management system that allows CSUF faculty/staff to view training classes offered as well as register and monitor their training history. Managers can monitor their employee's training to ensure all requirements are met. This program also allows trainers to post various classes they may be offering and manage their training/class roster. The Employee Training Center offers all CSUF faculty/staff the ability to increase their knowledge through training and development. It allows faculty/staff to do so by easily managing and accessing campus training and development services.

For access, questions, or concerns, or training on the use/features of the Employee Training Center, please contact the Employee Training Center at: employeetrainingcenter@fullerton.edu 657-278-2516

## KEY TERMS

- Course
  - This is the description of the class
- Days Valid
  - This is the amount of time that the class is available for (set by instructor or department's preferences)
- Employee Training Center
  - This is the name of the web site that hosts training and training activities
- Event
  - This is an occurrence/instance of the course
- LearnerWeb
  - This is the name of the software that the Employee Training Center uses
- Location
  - This refers to the name of the building (ex. College Park)
- Manager
  - This is the person that you report to
- Security Profile
  - This is the access that you have within the Employee Training Center system.
- Venue
  - This is the location of the room reserved for a training session (ex. CP-770)

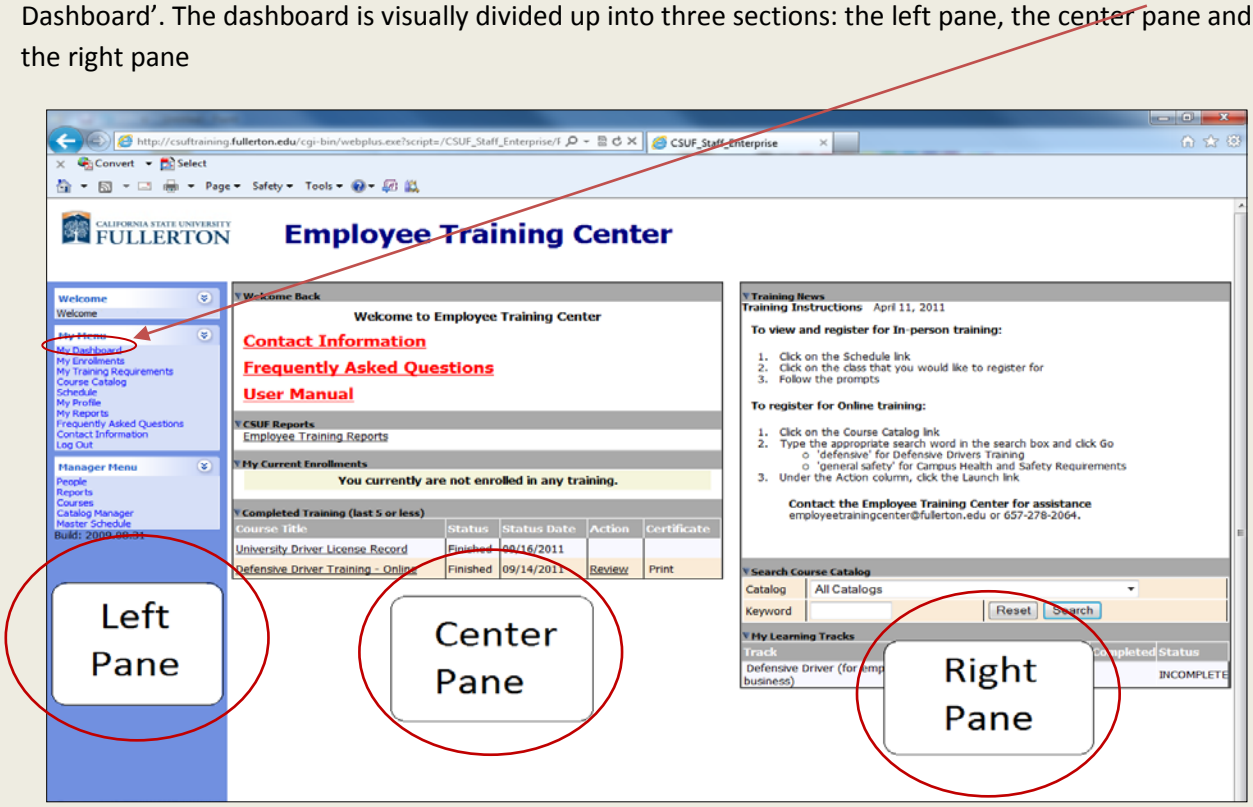
## ICON GLOSSARY & FUNCTION

- Add
- Output to Excel
- Event Listing
- Printer Friendly
- Help
- Information
- Delete ***Please do NOT delete anything. Please contact the ETC for assistance**
-  Month-at-a-time and Day-at-a-time view

***Please Note: The preferred web browser to use would be either Internet Explorer or Safari not Firefox.**

# DASHBOARD - OVERVIEW

The home screen is referred to as the dashboard. You may access the dashboard by clicking on 'My Dashboard'. The dashboard is visually divided up into three sections: the left pane, the center pane and the right pane




## Left pane

- Within the navigation bar on the left hand side of the page there are two menus: My Menu and Manager Menu
  - *My Menu*
    All users will see this on their dashboard. This contains links that all users have access to. The links in this area will allow the user to navigate through the Employee Training Center.
    **Descriptions of My Menu links begin on page 7**
  - *Manager Menu*
    Only people with certain access levels will see this menu on their dashboard. Access levels such as: Managers, Manager/Trainer, Trainer, Trainer Assistant and Records Reviewer will have access to these links.

## Center pane

- The center pane gives the user a quick snapshot of their training. It consists of three sections: Welcome Back, My Current Enrollments and Completed Training.
  - *Welcome Back*

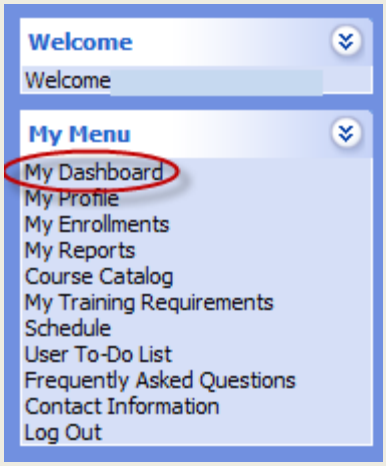
The Welcome back section contains three quick links: Contact Information, Frequently Asked Questions and User Manual. These are also available on the My Menu section, however they are also offered here for quick reference.

- *CSUF Reports*
  This is only visible for Managers, Records Reviewer, Trainer, Trainer Asst., Manager/Trainer
- *My Current Enrollments*
  This is a snapshot of what classes you are currently enrolled in. This is not a complete list of all the classes that you are currently enrolled in. For a complete list you will need to click on the My Enrollments link in the My Menu bar.
- *Completed Training*
  This is a snapshot of the last 5 classes completed. For a full list of your completed training you can click on the My Reports link and run a Transcript of completed training by clicking on the icon then selecting the export to Excel or print option.

## Right pane

- The right pane of the dashboard consists of three sections: Training News, Search Course Catalog and My Learning Tracks.
  - *Training News*
    Training News contains reminders and/or notices about the Employee Training Center. The reminders/notices are updated by the administrators as needed.
  - *Search Course Catalog*
    This is a search feature that allows you to search for a class using the catalog or a keyword.
  - *My Learning Tracks*
    This section contains a listing of all the learning tracks which you (person who is signed in) are responsible for completing. Some people may not have any. This depends on job requirements and supervisor preferences.

## MY MENU LINK DESCRIPTIONS

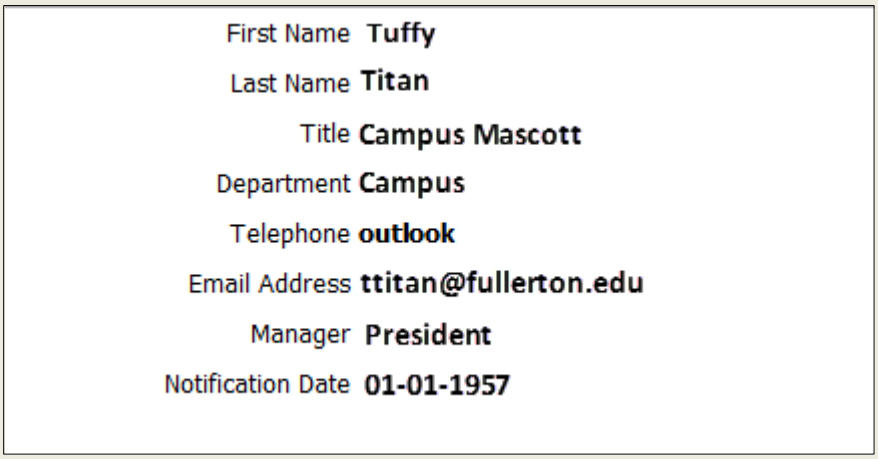



### My Dashboard

- This link will navigate you back to the ETC home page.

### My Profile

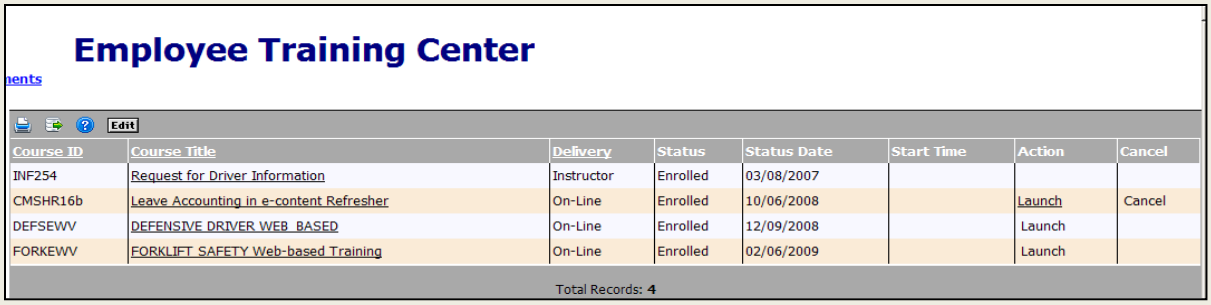
- This link will navigate the registrant (person who is signed in) to their personal profile information.




- If you notice any information here that is incorrect, please notify hrms@fullerton.edu.
  - *Once your information is updated with HRMS, the change should take effect quickly. Information is refreshed on a nightly basis.*

### My Enrollments

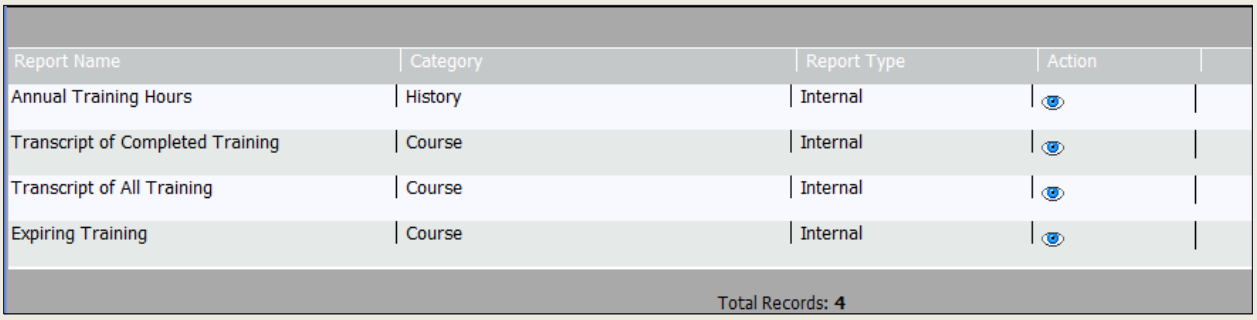
- This allows you to view all of the classes that you are enrolled in.
- You may also cancel your enrollment to a class by clicking on the cancel link under the cancel column.




- You can also print a copy of your enrollments or export a copy to Excel by using the icons in the upper left hand corner.

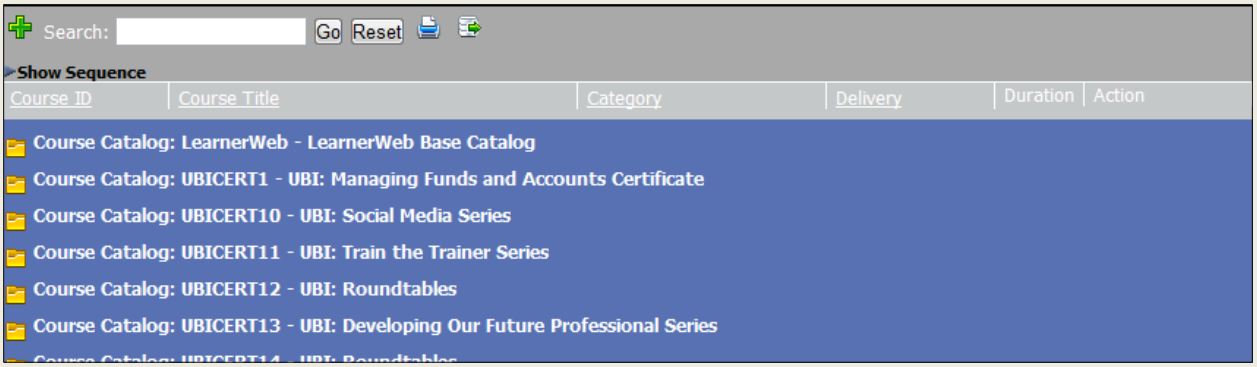
## My Reports

- This link will navigate the person who is signed in to their personal reports. Click on the icon that correlates to the report that you would like to view.
- These reports include:
  - Annual Training Hours - *lists history of classes with the respective hours of training taken*
  - Transcript of Completed Training – *list of completed training, you can print any available certificates here as well by clicking on print link under the Certificate option*
  - Transcript of All Training – *lists all courses completed/cancelled/no show*
  - Expiring Training – *lists all courses that have expired or due to expire; lists status date, expiry date and days left*



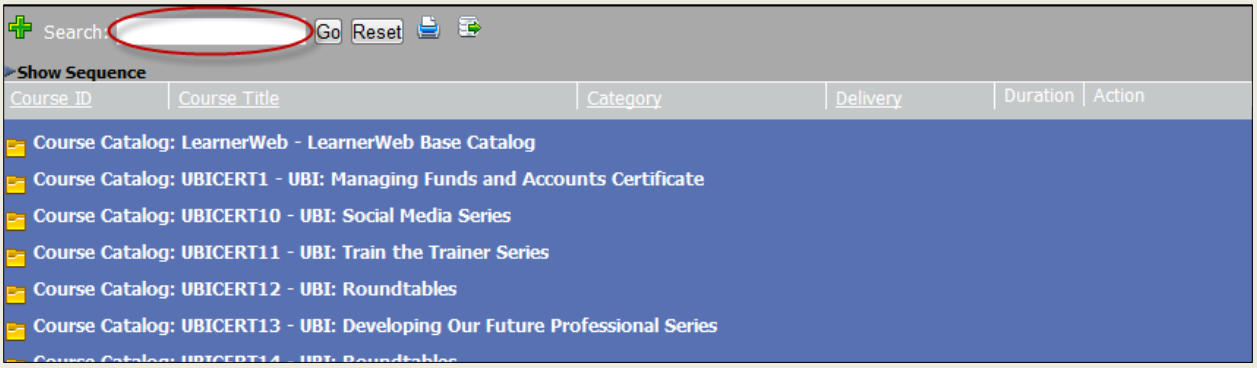

## Course Catalog

- This shows all of the courses that are offered through the Employee Training Center.
- In particular, all online classes are found and registered through this link.

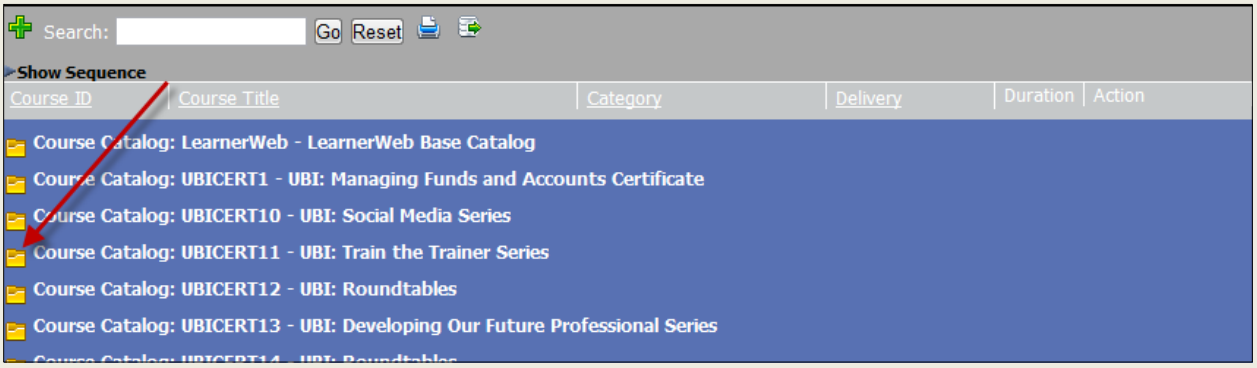


## Search

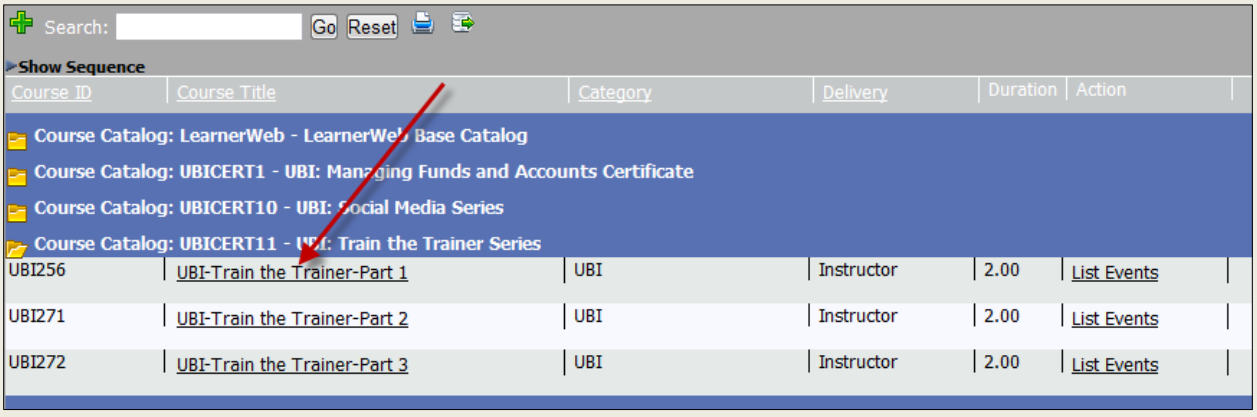
- You can search for a particular course by using the search bar at the top of the screen.




- Or, by expanding the Course Catalog folder that the class may be grouped by.



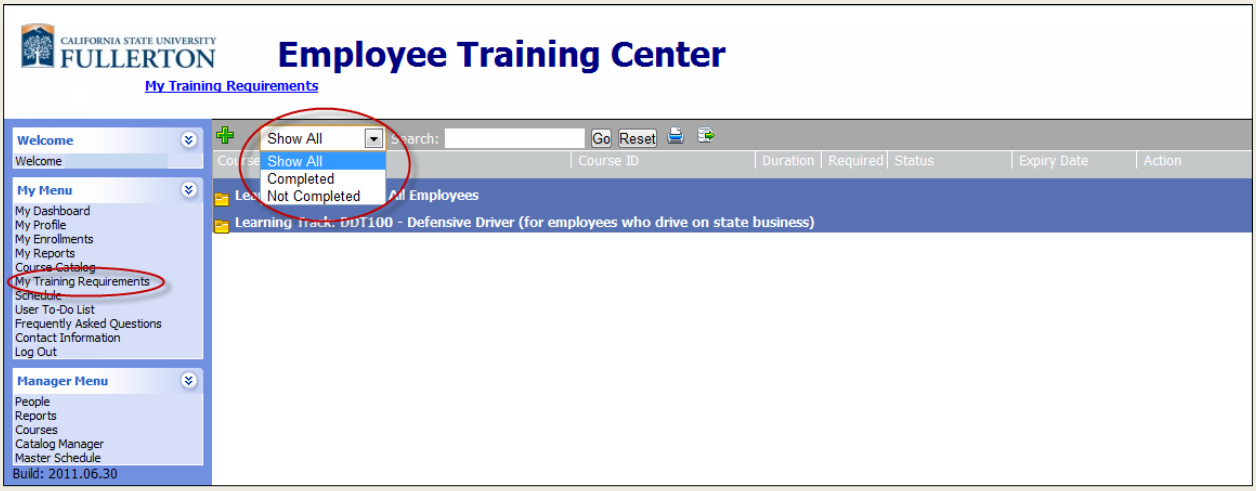

- Once the folder is expanded simply, locate the course to view detailed course/enrollment information.



## My Training Requirements

- This link will show you all of your required courses and the status of those courses

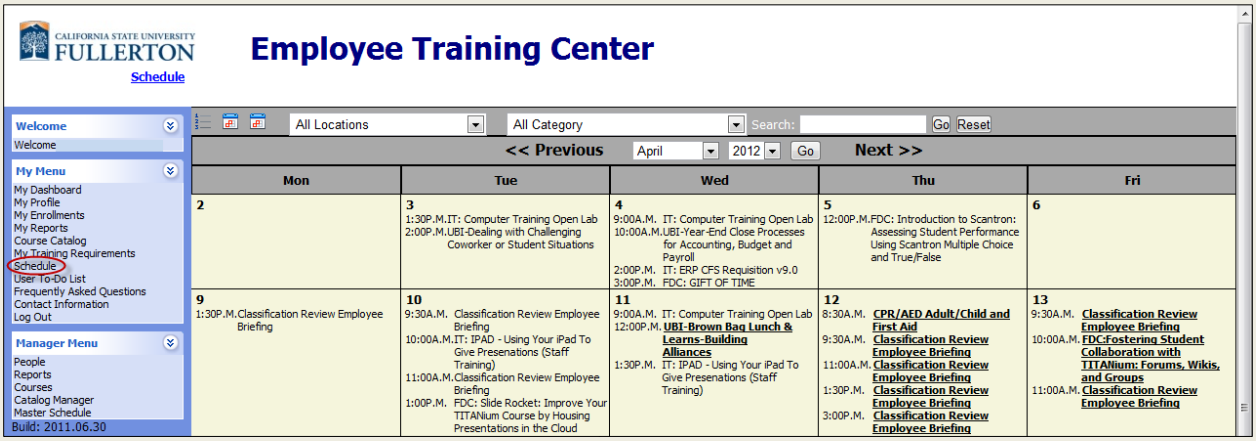
You can filter the view by completed classes or incomplete classes by selecting the view options at the top of the screen then, select Go. (Indicated by the red circle) Next, expand the yellow folder to view more information.




## Schedule

- This link shows all of the in-person classes that are being offered for each month through the Employee Training Center.
- Class registrants use the Schedule link to register for all in person classes
- You can view the courses offered in three different ways
  - Event Listing view icon
  - Month-at-a-time calendar view (as shown above) by clicking the icon
  - Day-at-a-time view by clicking the icon

See registration instructions on page 13

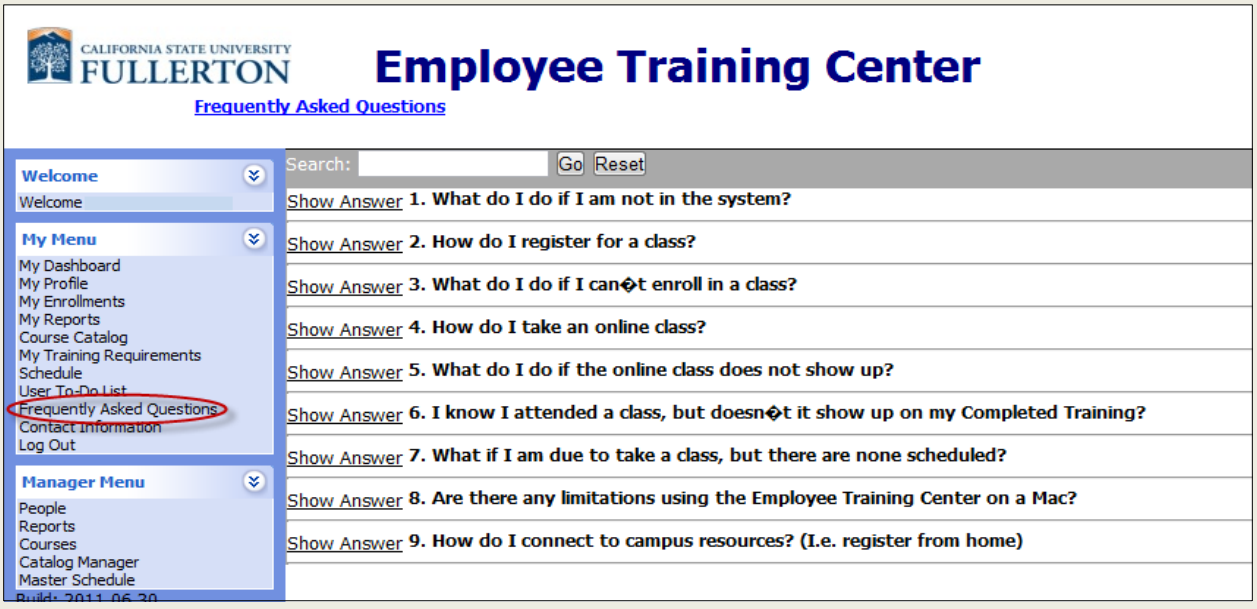


## User To-Do List

- This link will show you all of activities that require your attention. Expand the yellow folder to view more information then, from the Action column, select the activity to complete.

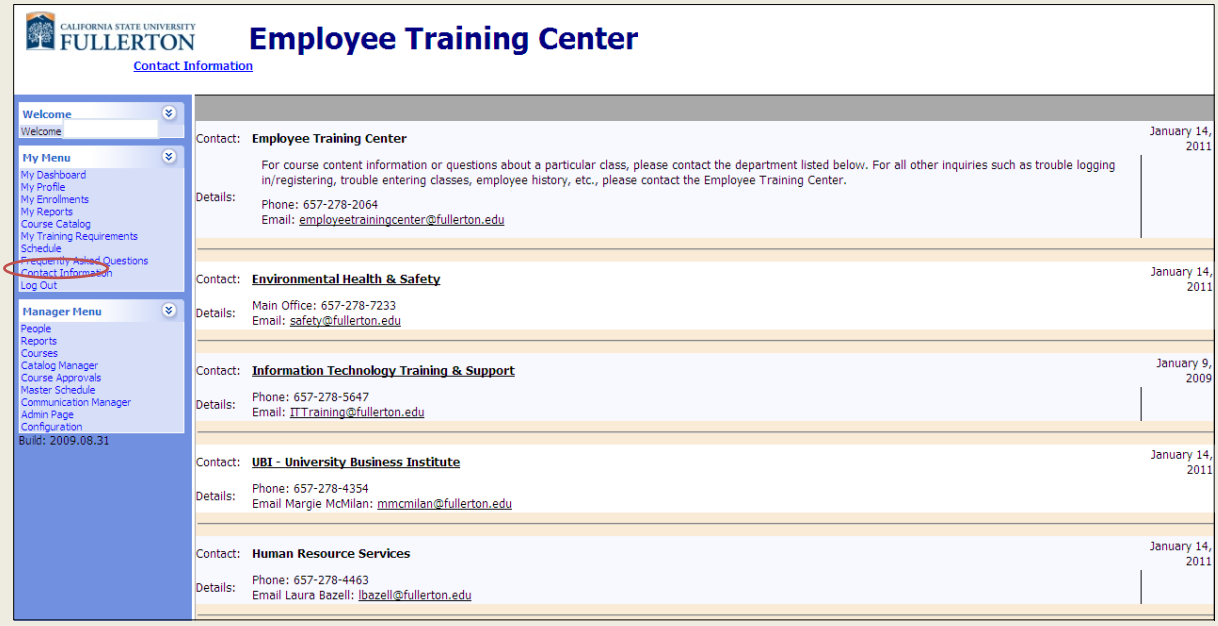
## Frequently Asked Questions

- This link shows the most commonly asked questions and answers for reference.
- This page is updated as often as possible.



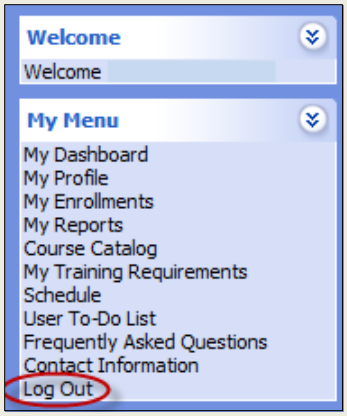
## Contact Information

- For inquiries such as trouble logging in/registering, trouble entering classes, employee history, etc. please call the Employee Training Center.
- This link lists the contact information for departments associated with the Employee Training Center.
- For course content information or questions about a particular class, please contact the department listed in the Contact Information page.




## Log Out

- This link will immediately log you out of the Employee Training Center.
- It is important to click on the log out link when you are **leaving the system**. If you fail to log out or click on the ☒ to close the application, it will not log you out of the Employee Training Center.
- Failing to log out properly will temporarily disable you from logging into the Employee Training Center from another computer. If this occurs you will be timed out for about 20 minutes. After that time you should be able to log back into the Employee Training Center from any computer.



## REGISTRANT SECTION

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A registrant is a person, who is using LearnerWeb for training purposes. Most commonly this will be Faculty and Staff; however there are some student registrants.

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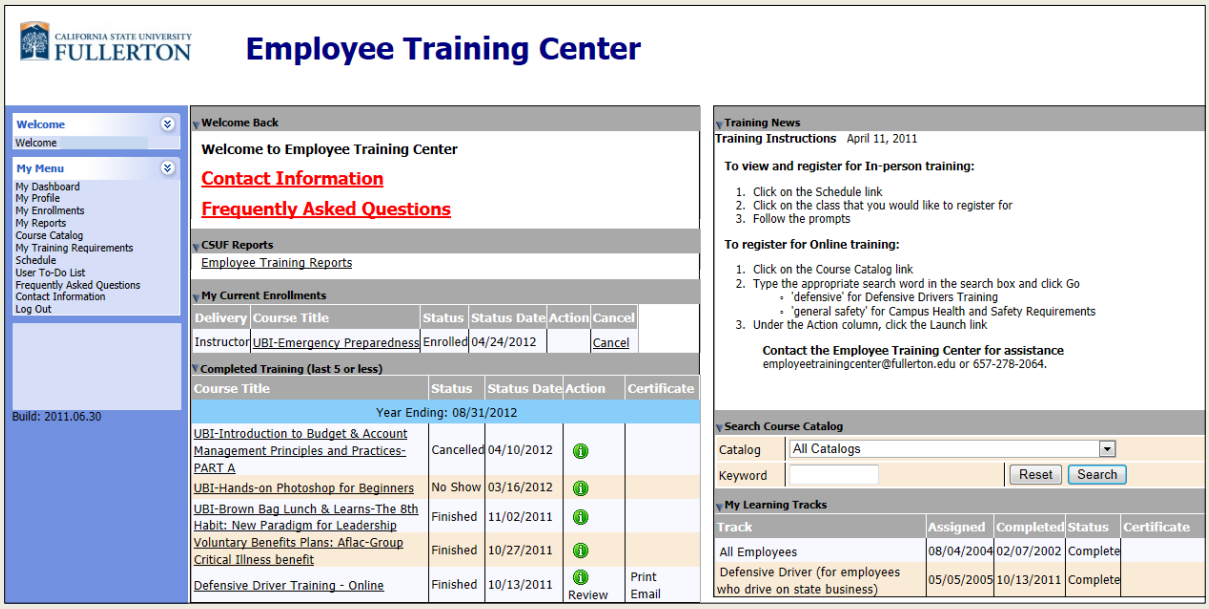
### Instructions

### How to log into the Employee Training Center

- Log on to: http://training.fullerton.edu/
- Click on the ETC Login link *(see red circle below)*

- The following Portal Logon page will appear. Type in your campus Username and Password then log in.

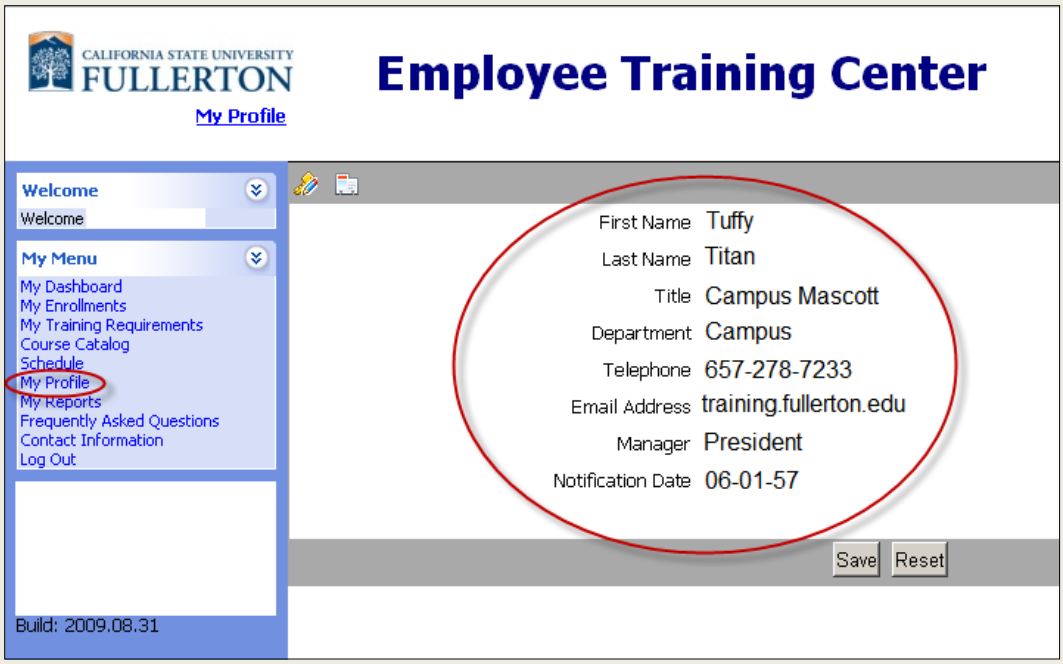
- This will take you to the LearnerWeb home page which is also referred to as the “dashboard”




## Viewing your profile

- Click on the My Profile link in My Menu

- If there is some information that is incorrect, you will need to contact HRMS to have them correct it in their system.
    - *Contact HRMS at hrms@fullerton.edu*




## Viewing your training history

You can view your training history in two ways. The first method is from the dashboard. However it only gives you the last 5 classes you took. To view your complete history, follow the directions below:

- Click on My Reports
- Click on the icon that coordinates to the "Transcript of Completed Training"
- From there you can export it to Excel or print
- If there is anything that you believe to be incorrect in your training history, please send an email to employeetrainingcenter@fullerton.edu

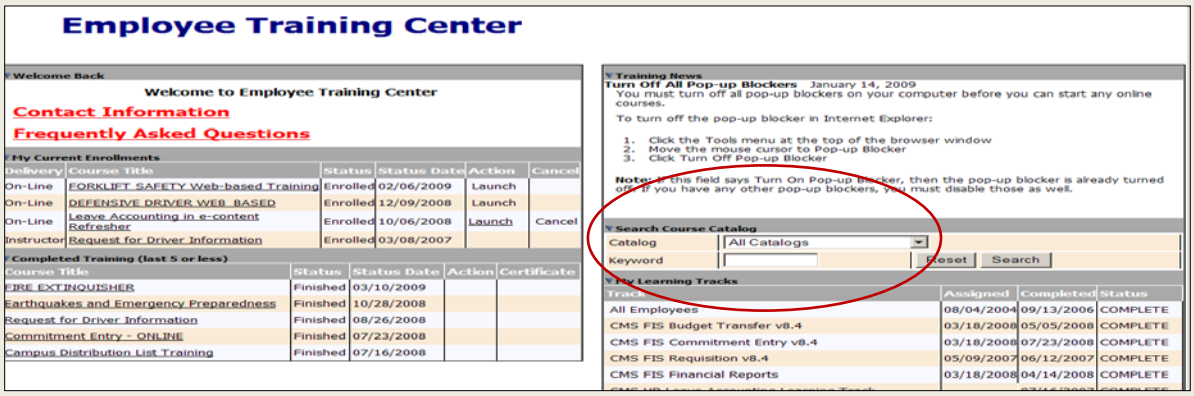
## Viewing / Searching for classes

There are various ways for searching for a class:

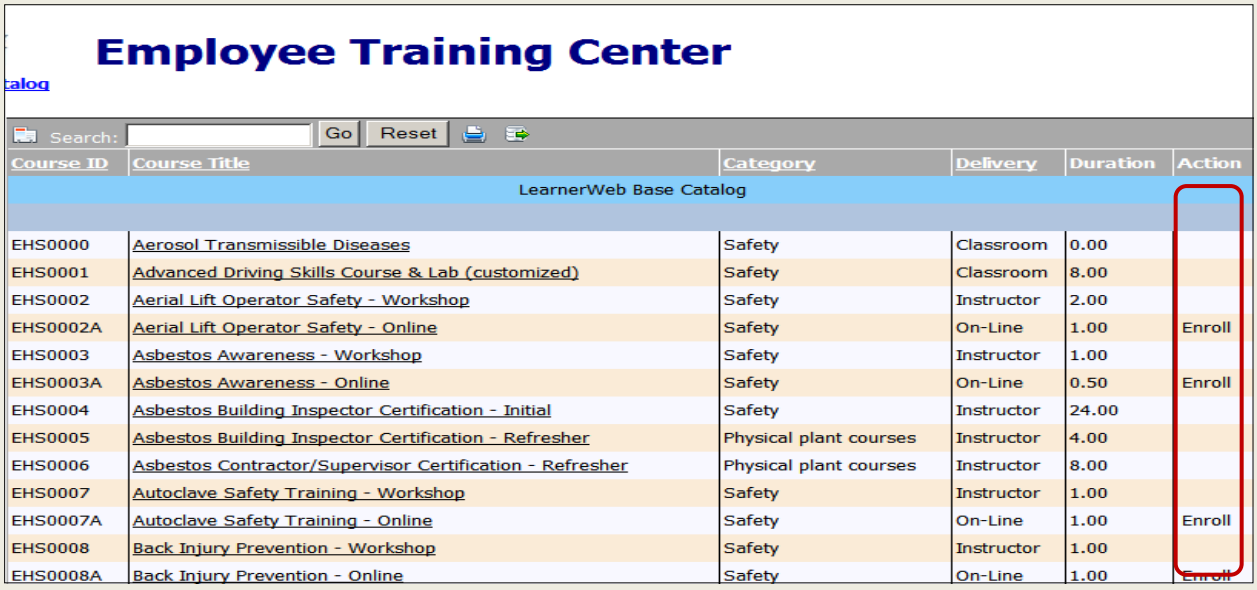
1. Through the dashboard
2. Through the Course link
3. Through the Schedule link
4. Through the Training & Development web page

## Through the Dashboard

- From the main menu type in the course ID into the keyword search box. I.e. UBI or CMS




- This will bring up all the classes with the associated course IDs
- A list of courses will appear, however is it important to look at the actions available in the action column
    - Enroll – this action will allow you to enroll in the class.
    - Empty – this indicates that there is no occurrence of the class scheduled.
    - List Events – will show the dates this course is offered.



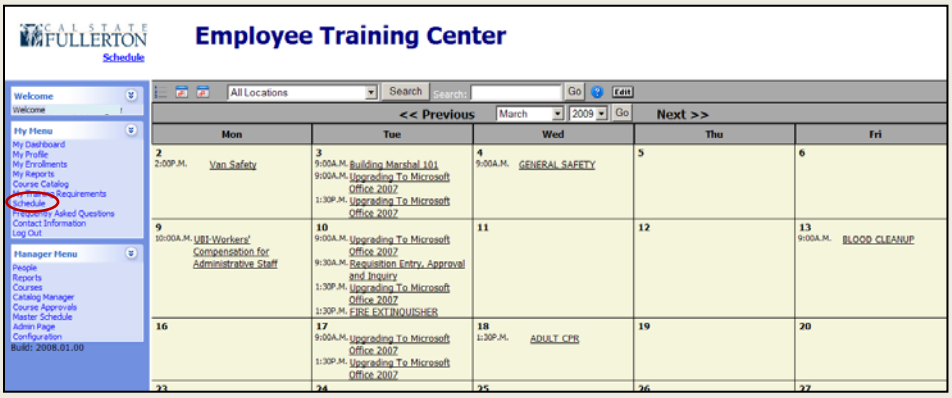

## Through the Course link

- Click on the Course Catalog link
- Enter the course ID keyword I.e. CMS , UBI, etc. in the search box

- This will bring up all the classes with the associated course IDs
- A list of courses will appear, however is it important to look at the actions available in the action column
    - Enroll – this action will allow you to enroll in the class.
    - Empty – this indicates that there is no occurrence of the class scheduled.
    - List Events – will show the dates this course is offered.

## Through the Schedule link

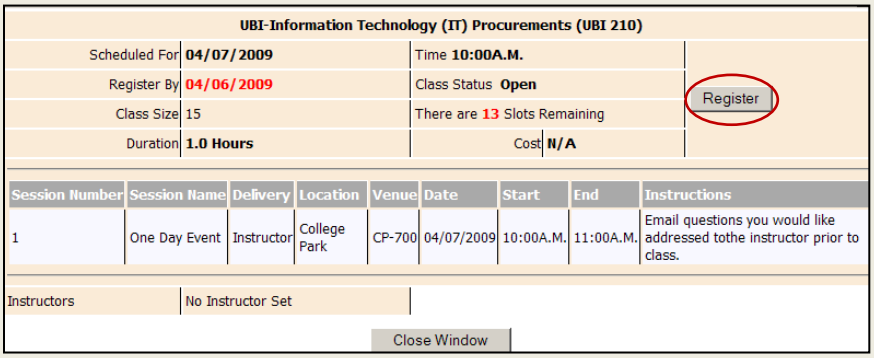
- Note: The classes that show up in the Schedule link are only in-person classes.
- Click on the Schedule link from the dashboard



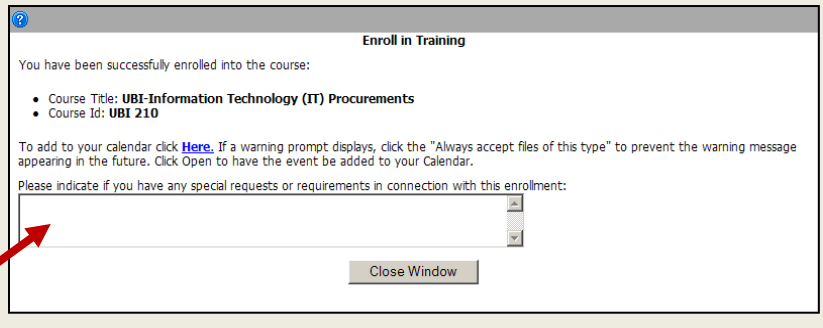

- You can sort this view three different ways:
    - 1) List view
    - 2) Month at a time
    - 3) Day at a time
- To access the different views, click on the appropriate icons *(listed in same order as description above)*

## Registering for an Event (in-person class)

- To register for an event, find the class *(see searching for an event instructions below)*
- From the master schedule, click on the link of the class that you would like to register for



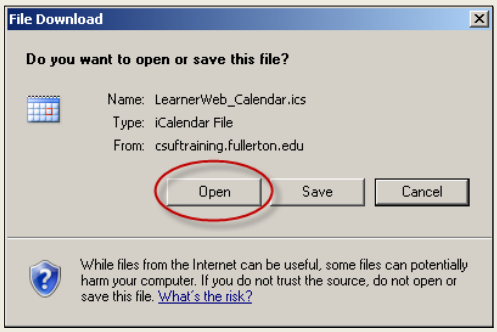

- Next, click on the register button, this will lead you to an Enroll in Training window



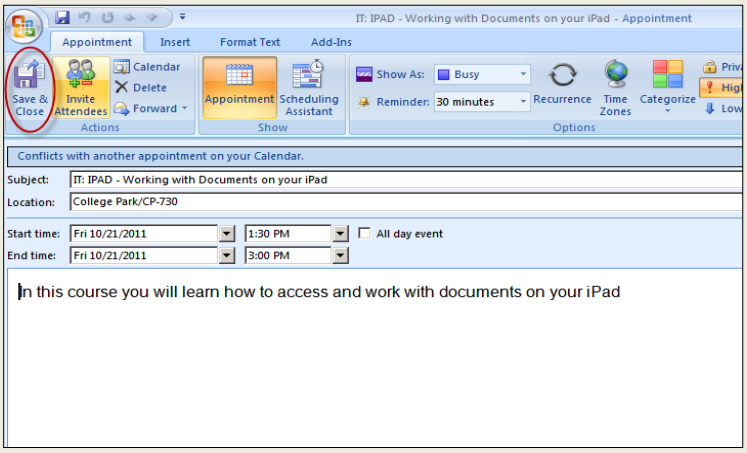

- Indicate if you have any special requests or requirements in the text box below
- There is a link, indicated in blue that allows you to have the event that you are enrolling in added to your outlook calendar. If you would like the event added to your outlook calendar, click on that link.
- Note: any updates to the event will not be updated in your Outlook. Usually instructors notify you of any changes.

## *Adding the event/class to your campus Outlook Calendar ***(please note: you must be on the campus network to access your Outlook calendar to perform this task)***

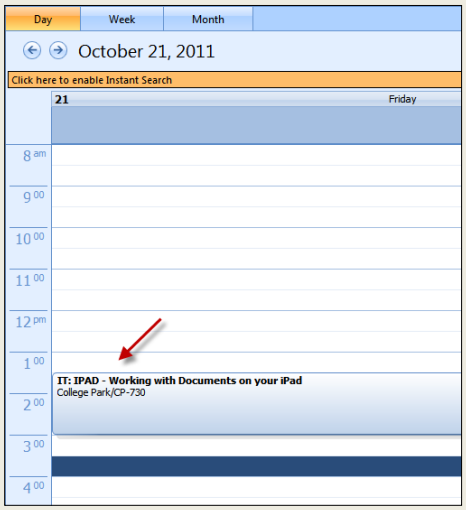
- To add your event/class to your calendar click the **Here.** link (as shown above.)
- The following File Download window will appear. Here, you will select Open.



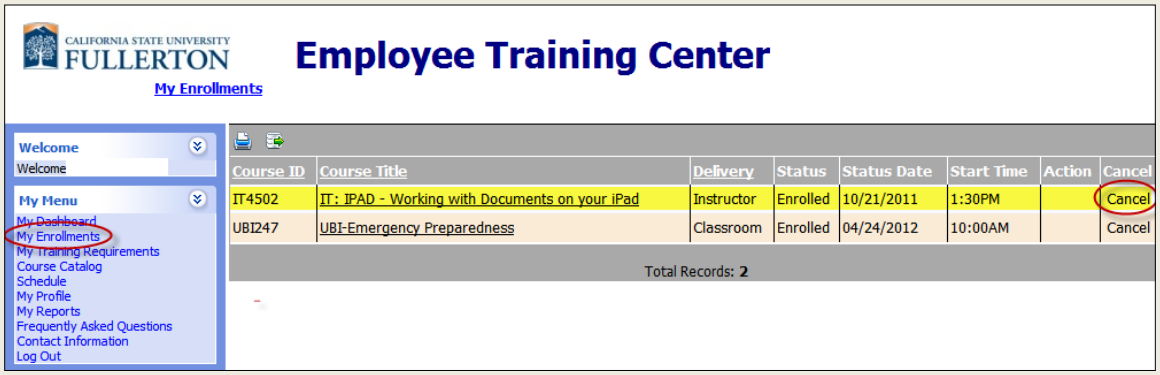
- Your Outlook Calendar – Appointment should have opened. Verify the Subject, Location, Time & Date and select Save & Close.




- Now, go to your Outlook Calendar for the class date and verify that the appointment is on your calendar.



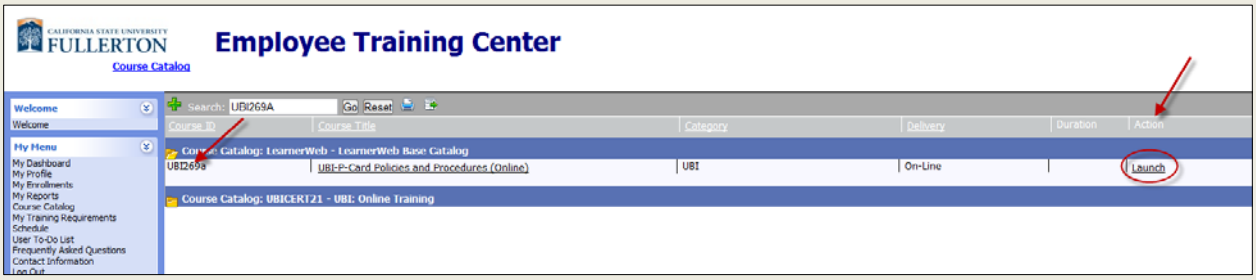

- To verify your enrollment, return to your dashboard and select My Enrollments to view the event/class's that you are enrolled in.
- You also have the option at any time (up to 1 day prior to class) to cancel the class by simply clicking on the Cancel link



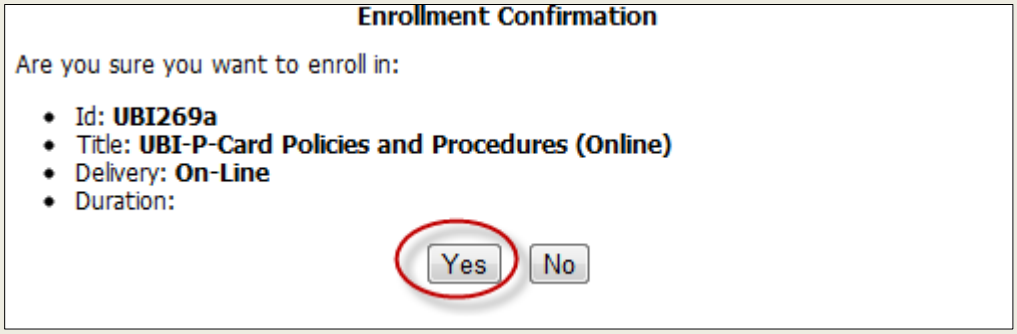
## Registering for an Online Class

- Click on the Course Catalog link
- Type in a Course ID or keyword into the search box (ie: UBIxxxA)
- Click Go
- The Course will be found in one or more folders

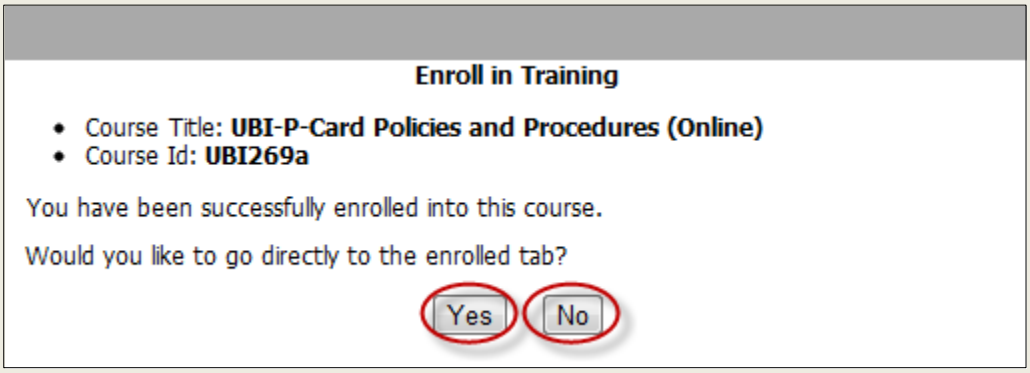
- Expand the folder to view the course and verify it is the correct one
- Under the Action column, click on the Launch link




- The following *Enrollment Confirmation* window will appear
- Click on Yes, if you wish to enroll



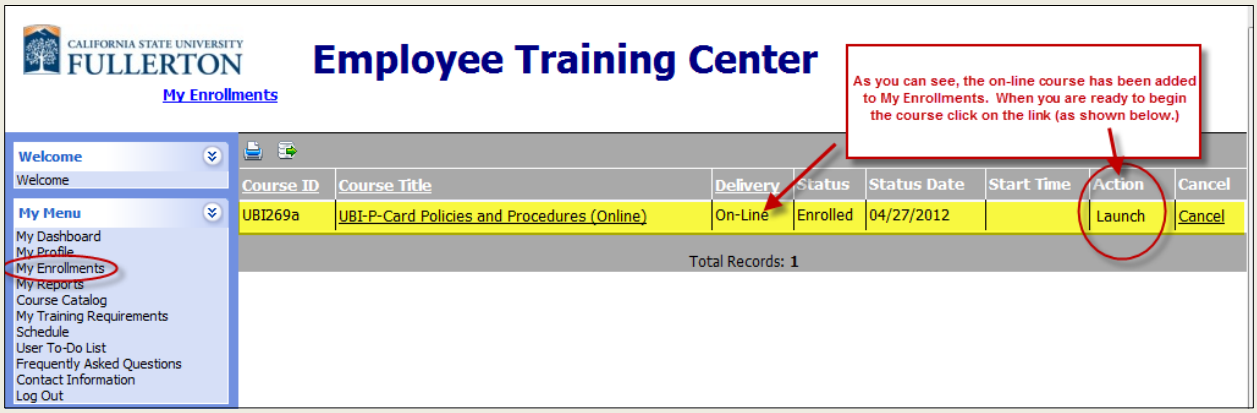
- The following *Enroll in Training* window will appear
- Verify the Course Title information
  - Select Yes, if you want to start your online course now
  - Select No, if you want to start your online course later
- ***Note: if you click on No, your course will appear under your My Enrollments section and can be taken at a later time.***



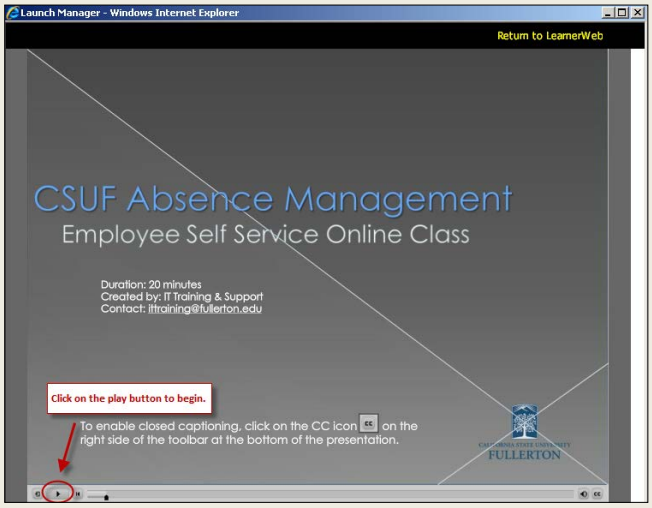

- If Yes was selected, you will be brought back to the My Enrollments page
- Locate the class and select Launch to begin the on-line course (as described in greater detail Taking an Online Class)

## Taking an Online Class

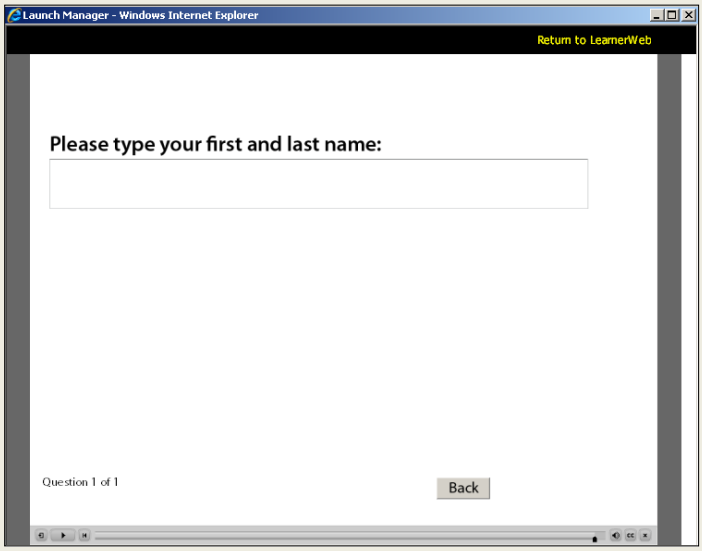
- From the dashboard click on My Enrollments link
- Under the Action column, click on Launch link that coordinates to your online class
- **Note: You do not have to take the online training in one sitting, you may take it in increments**



- Your on-line course should open up in a separate window and begin playing. *(Please note: you must ensure that any pop-up blockers are turned off in order to launch your course.)*
- *Please use Internet Explorer or Safari not Firefox*



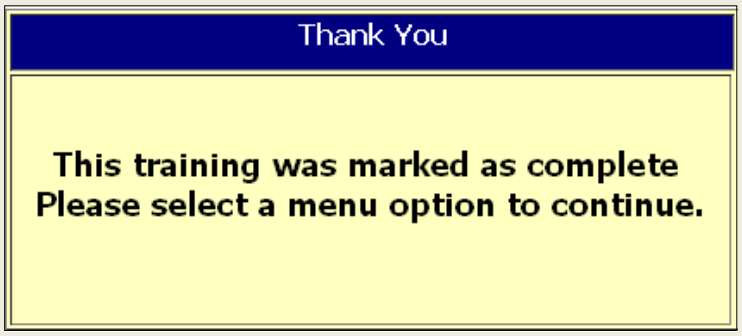

- *Please note: **Some** on-line courses require that you enter your name **and/or** take a quiz after the course to ensure that you have successfully completed it.*



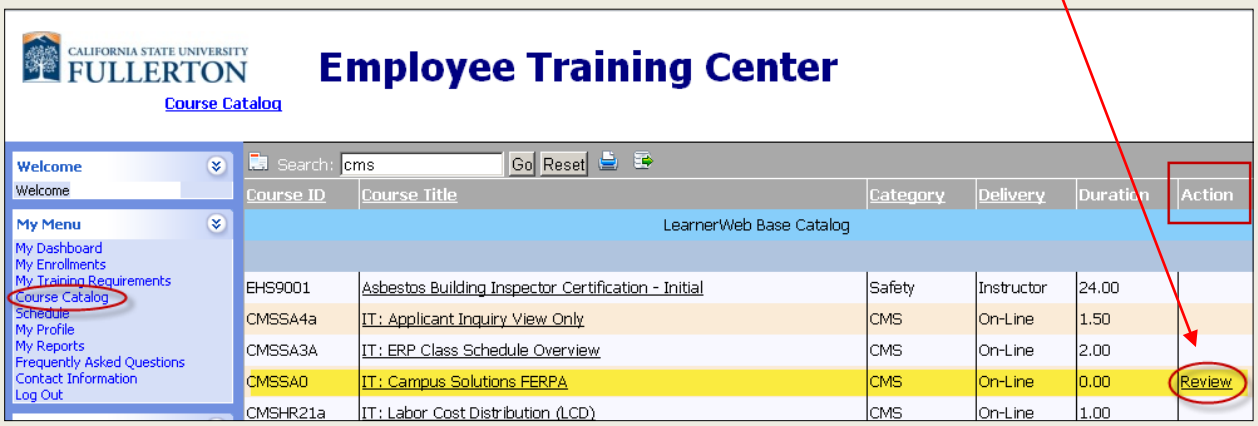

## Closing / Exiting an On-line Class without Completing It

- If at any time you close your on-line course session before completing it, you may receive a message from your dashboard.

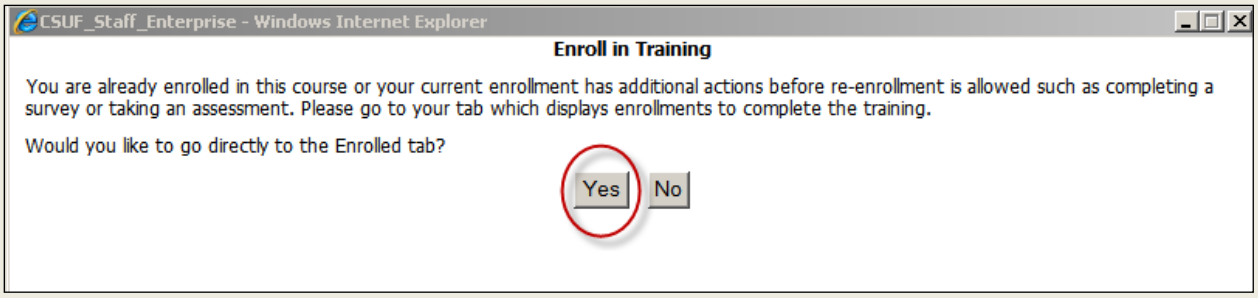
- **Note: if you do not receive an error, then your online training has been bookmarked. When you go to My Enrollments link to resume, it will pick up where you left off.**




- Since you did not complete the course as stated above, you will need to search for the course again from the Course Catalog link
- Once located, under the Action column it should read Review (see below.) Click on Review to launch the course again.

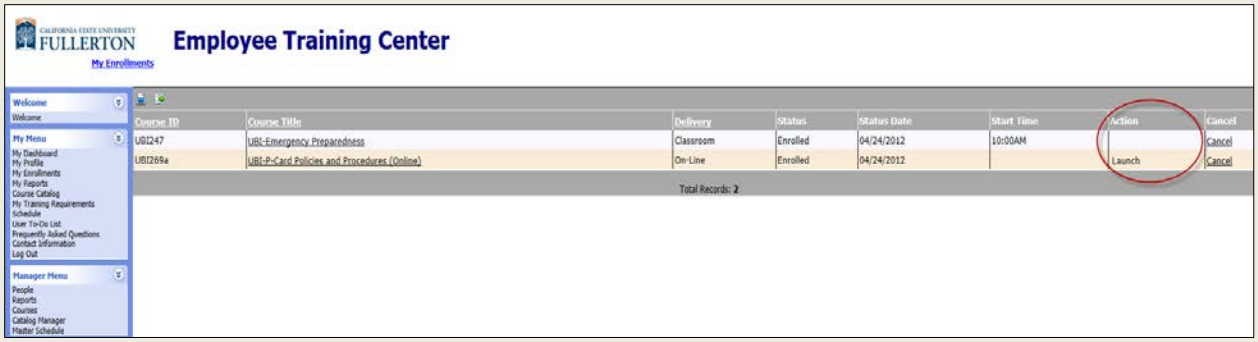



- If the on-line course was a mandatory class requiring 100% completion. You may receive a message that looks like the one below.



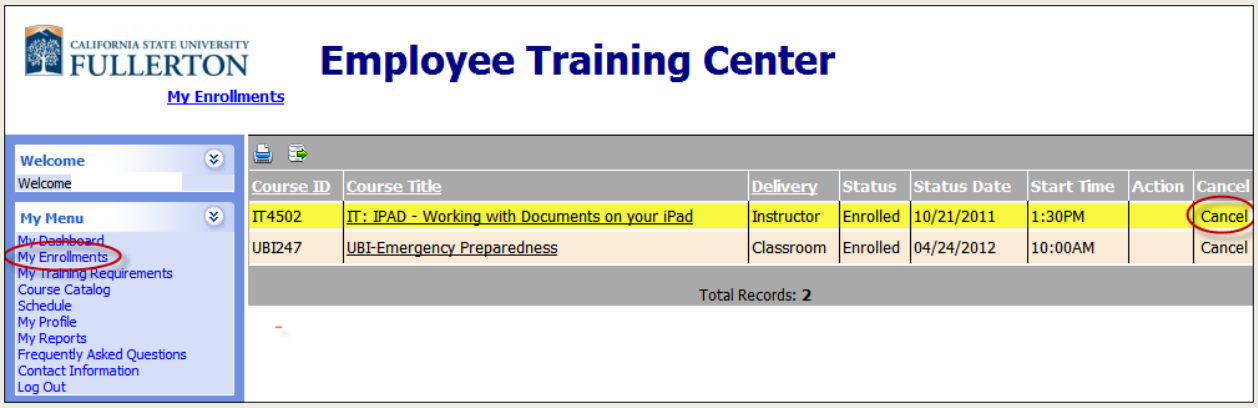

- Select Yes to return to your My Enrollments page

- Select Launch from the Action and your on-line video will re-start.

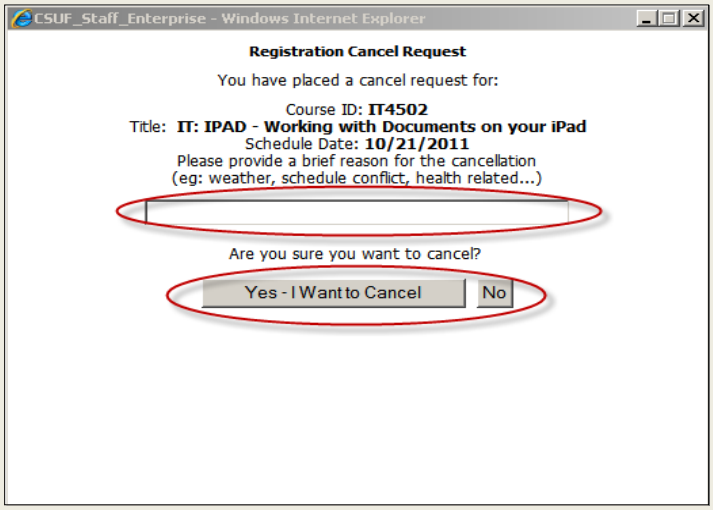



## Cancelling an Event/Class

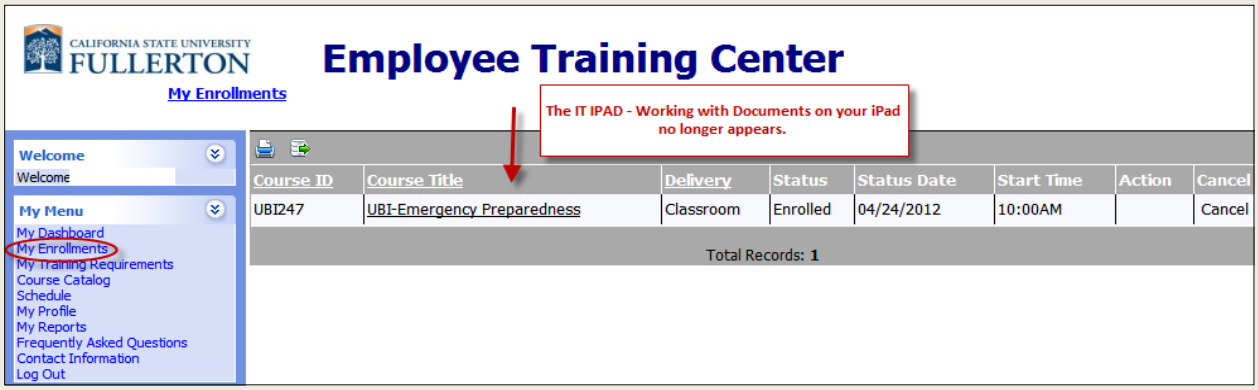
- To cancel a class return to your dashboard and select My Enrollments to view the event/class's that you are enrolled in *(as shown below)*
- Click on the Cancel link for the class that you would like to cancel




- The following *Registration Cancel Request* window will appear.
- Please provide a brief reason for the cancellation (eg: weather, schedule conflict, health related, etc…)
- Next, click on either the Yes, I Want to Cancel or No button



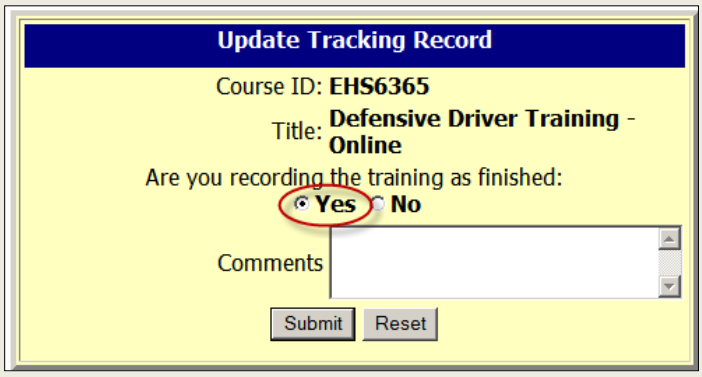
- Next, verify that you have properly cancelled your enrollment by going to My Enrollments again, the course should no longer appear



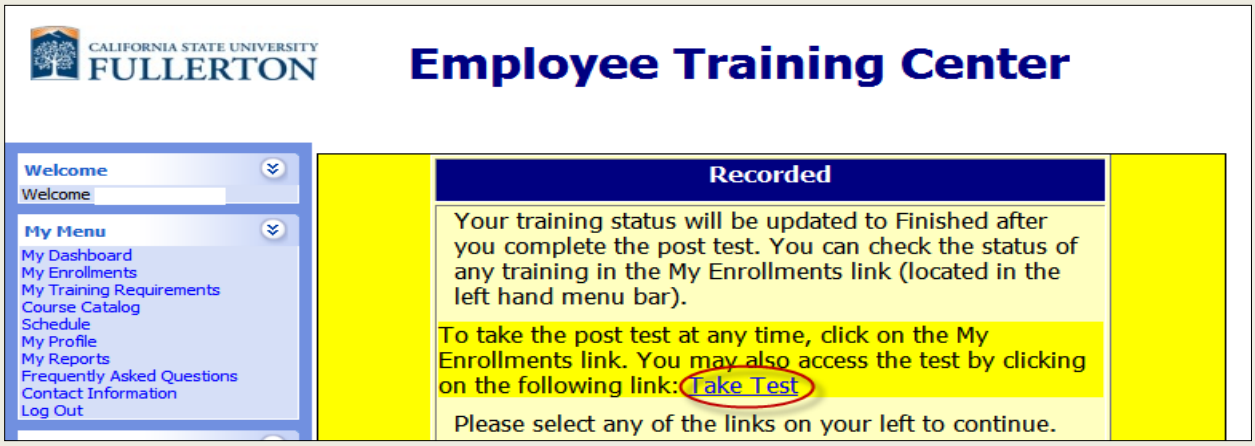

- As you can see, the class specified earlier no longer appears on the list.
- If you have done so, you will also need to remove the event/class from your Outlook calendar manually. Unfortunately, the two applications (ETC & Outlook) are not synced with one another.

## Taking a Quiz after Completing an On-line Class

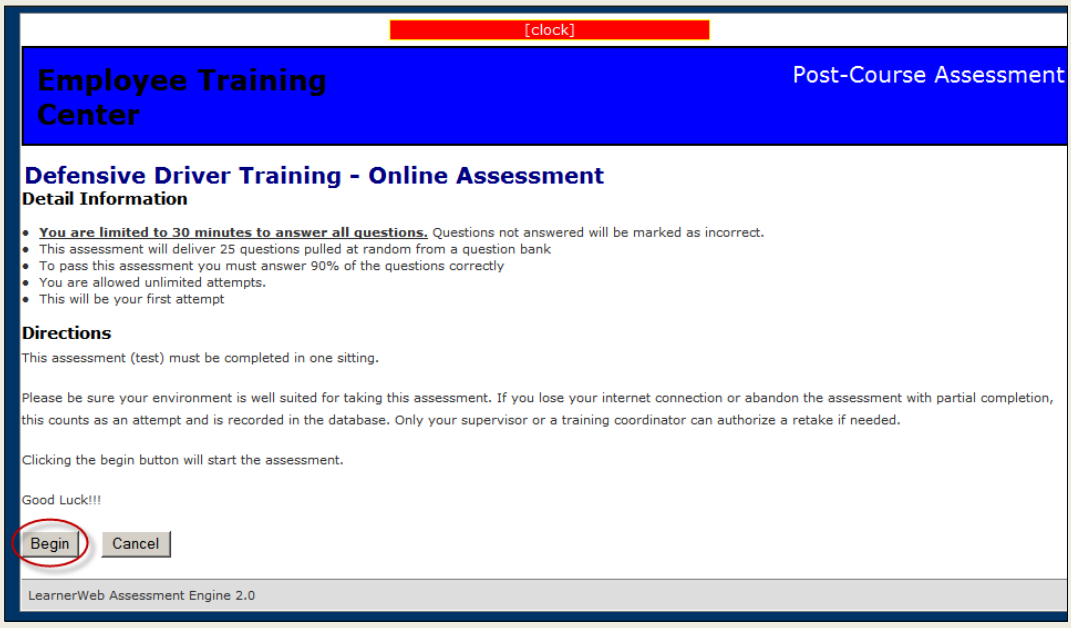
- Once the on-line course is completed and you have exited out of the window, you should receive a message in your dashboard that looks similar to the one below.
- Click on Yes to mark the training as finished and add any comments (optional) then click Submit.



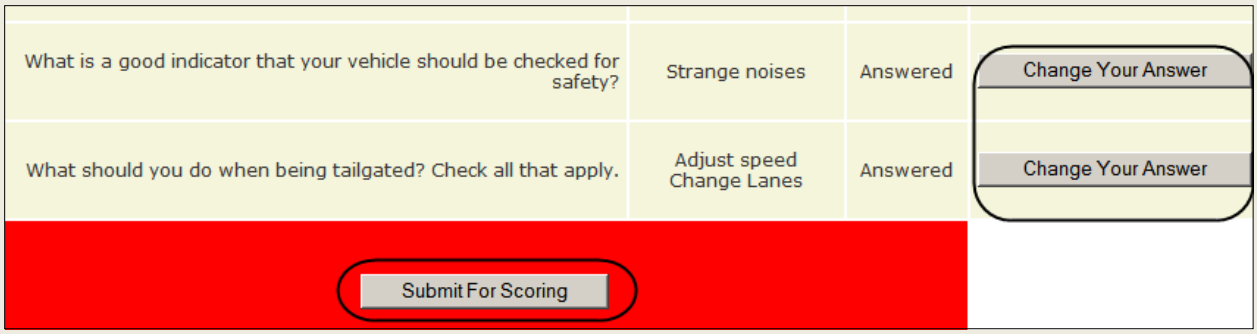
- You should have received a new Recorded message in your dashboard that looks similar to the one below
- To proceed to the Test/Quiz click on the Take Test link *(see below)*



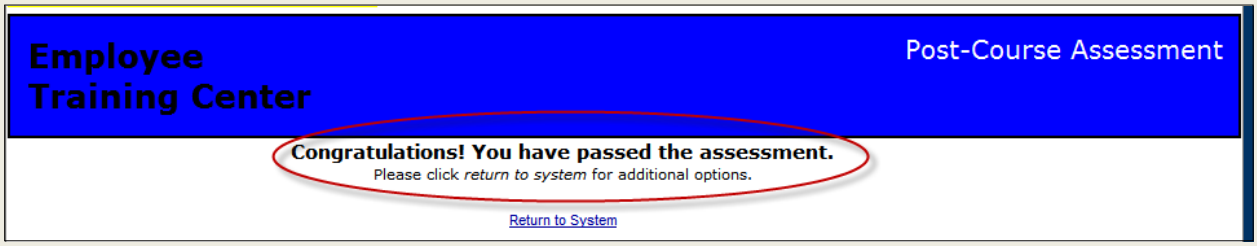

- A new window will appear that looks similar to the one below
- General information and directions are given
- Once your ready to begin the test/quiz, click on the Begin button




- Once the test/quiz is completed, you will be brought to the following window to review your responses and given the opportunity to change your answers before submitting for scoring.
- If you are satisfied with your answers, click on Submit For Scoring

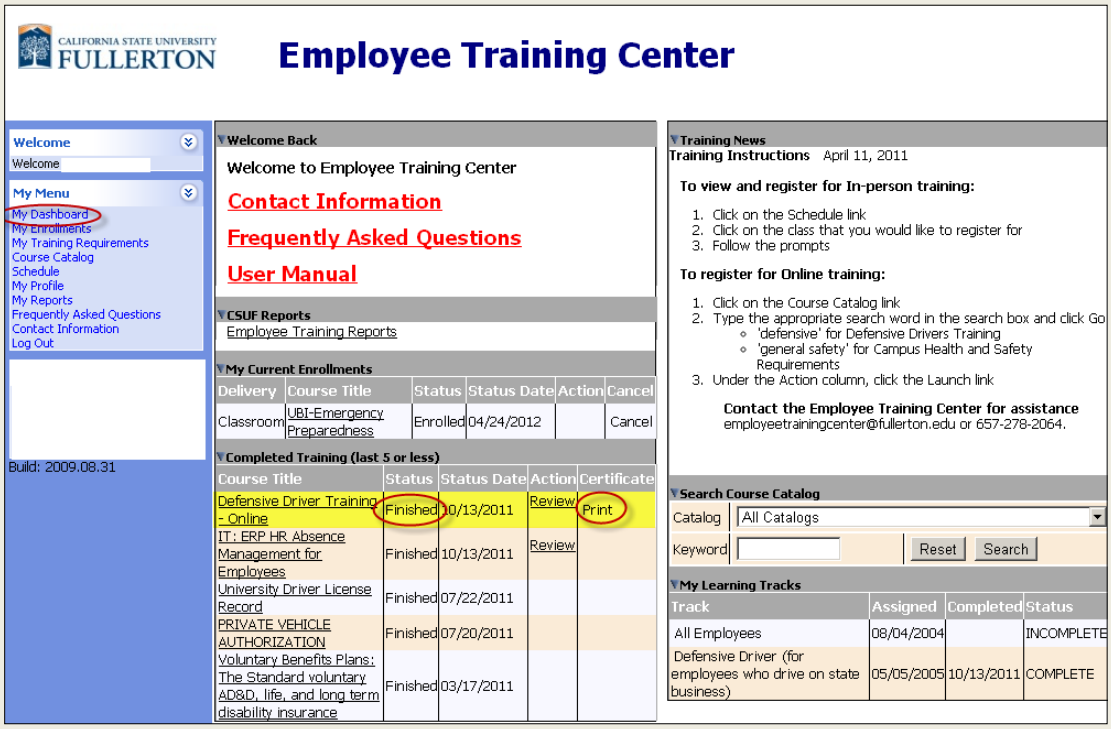



- If you have passed the test/quiz you will receive the following message (see below)
- If you did not pass the test/quiz you will receive a message and an incomplete next to the course on your dashboard




## Printing a Certificate after Completing an On-line Class **(Note: Not all courses provide a certificate)**

- From My Dashboard, look at the center pane under Completed Training and verify if your completed course is there. *(Please note: this view only displays the last 5 or less of your completed courses)*
- If so, click on Print under the Certificate column



- If the course was not located in the Completed Training listing on the dashboard, go to:
- My Menu
- My Reports
- Transcript of Completed Training
- click on the locate the completed course and select Print (for Certificate)
- The Certificate will look similar to the one below

CALIFORNIA STATE UNIVERSITY FULLERTON

*EMPLOYEE TRAINING CENTER*

*Certificate of Completion*

presented to

*Tuffy Titan*

for successful completion of the

***Defensive Driver Training - Online***

October 13, 2011

Completion Date

## Non Faculty / Staff

Non faculty/staff (volunteers, OLLI) may take training through the Employee Training. All non-faculty / staff must have a CWID issued to them prior to contacting the Employee Training Center. Once a person has their CWID, please contact the Employee Training Center for access and instructions.